

QUALITY CASE REVIEW INSTRUMENT (CHECKLIST)
(12/21/11)

Client _____ Specialist _____

Reviewer _____ Date _____

Needs Improvement Competent Quality

1. Did we determine the client's needs? 1 2 3 4 5

Quality Indicators:

- * Did we explore all pertinent areas such as transportation, housing, finances, legal, disability, family obligations, culture, etc.?
- * Did we obtain appropriate records?
- * Did we identify services and resources that can meet their needs?

Comments: _____

Needs Improvement Competent Quality

2. Did we help them or are we helping
them resolve the issues? 1 2 3 4 5

Quality Indicators:

- * Do services planned or provided clearly support the client achieving the employment goal?
- * Was appropriate counseling, services and follow up provided resulting in resolution of the client's issues?
- * Are we addressing absenteeism and tardiness with the client?

Comments: _____

Needs Improvement Competent Quality

3. Was (or is) the client engaged and
making progress? 1 2 3 4 5

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Quality Indicators:

- * Is (or did) the client making progress towards their goal?
- * Did we monitor progress in a timely manner?
- * Was there a thorough review and exploration of alternatives prior to an unsuccessful case termination?

Comments: _____

Needs Improvement Competent Quality

4. Were we (or are we) responsive
to client needs?

1 2 3 4 5

Quality Indicators:

- * Do the IPE job goal and services consider and resolve all pertinent areas identified such as transportation, housing, finances, legal, disability, family obligations, culture, etc.?
- * Did placement services have an impact on the eventual job obtained?
- * Did services provided have an impact on job retention?
- * Does the job at closure match the intended job goal on the IPE?
- * Is the client satisfied with services being provided?

Comments: _____

Needs Improvement Competent Quality

5. Is (or was) appropriate support given
to find and keep a job?

1 2 3 4 5

Quality Indicators:

- * Did we help with resumes as appropriate?
- * Did we help with applications as appropriate?
- * Was JSS training provided?
- * Did we make contact with employers as appropriate?

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6. Is there evidence of teamwork when warranted?

1 2 3 4 5

* Is there documented contact/discussions/involvement of 2 or more team members?

* Is there documented collaboration with other agencies and/or resources?

Needs Improvement Competent Quality

Comments: _____

7. Is there appropriate contact with service providers?

1 2 3 4 5

* Is there evidence of coordination and follow up with other service providers as appropriate?

* Is there on-going regular contact as appropriate?

Comments: _____

Needs Improvement Competent Quality

8. Did we do long term planning with the client prior to case closure?

1 2 3 4 5

Quality Indicators:

* Was there a plan for a.t. repair/replacement if warranted?

* Was there a plan for on the job site support needs as necessary?

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* Was there a plan for off the job support needs as appropriate?

Comments: _____

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9. Was it worth it to the client to work
with VR?

1 2 3 4 5

Quality Indicators:

- * What did they gain?
- * The job outcome is valued by the client?
- * What would they say if we asked them?
- * Would the client be employed in this job today without the help from VR?

Comments: _____

Needs Improvement Competent Quality

10. Did we (or are we) using VR funds
responsibly?

1 2 3 4 5

Quality Indicators:

- * Was there a search for comparable benefits?
- * Did we ask the client to contribute?
- * Did we search to find the most cost efficient vendor?
- * Was there a discussion on how the client might assume costs in the future?
(For example, if we are paying for gas or car repair how the client will
cover in the future.)

Comments: _____

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INSTRUCTIONS

Circle the appropriate number. (Not all questions will be relevant to the case being reviewed.)

Review the entire case file. Then meet with the appropriate staff involved in the case. Rating can be done after case file review and revised as needed after the discussion with staff or can be delayed until after discussion with staff.

Bulleted items are meant to help rate the overall question. They are included to give the reviewer some ideas on what they might be looking for. The intent is not to rate a person based on any specific bulleted item. The reviewer may well consider other things in determining how to answer the question posed.

Quality Indicators are signs or flags that a reviewer might observe that are indications that the Quality Standard is being met. The lists of Indicators are NOT all-inclusive.

RATING SCALE:

Needs Improvement	-	Competent	-	Quality
(1-2)		(3)		(4-5)

Quality

- ∞ The specialist's performance on this quality standard was excellent.
- ∞ The foundational data and/or specialist documentation required to rate this quality standard was clear, concise and complete, leaving the reviewer with a thorough understanding of how and why decisions were made.

Competent

- ∞ The specialist's performance on this quality standard was acceptable.
- ∞ **Some** of the foundational data and/or specialist documentation required to rate this quality standard was good, leaving the reviewer with an adequate understanding as to how or why decisions were made.

Needs improvement

- ∞ The specialist's performance on this quality standard was less than acceptable.
- ∞ The foundational data and/or specialist documentation required to rate this quality standard was weak (many pieces incomplete, inaccurate, outdated) or missing entirely, and leaves the reviewer with minimal or no understanding about how or why decisions were made.